

Quarterly ONA Installation Detail Report
Qwest
QTR 4 2007

	AFFILIATE		ALL OTHERS	
A1 - Business				
Total Orders	134,684	Average Interval	93,514	Average Interval
Due Dates Missed	1,232	(In Days)	1,477	(In Days)
% Due Dates Missed	0.91%	3	1.58%	3
		0		0
A2 - PBX				
Total Orders	421	Average Interval	4,309	Average Interval
Due Dates Missed	12	(In Days)	428	(In Days)
% Due Dates Missed	2.85%	8	9.93%	14
		10		9
A3 - Centrex				
Total Orders	5,452	Average Interval	4,883	Average Interval
Due Dates Missed	91	(In Days)	62	(In Days)
% Due Dates Missed	1.67%	5	1.27%	5
		5		6
A4 - WATS				
Total Orders	23	Average Interval	877	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	5	0.34%	3
		No Activity		1
A5 - Mobile				
Total Orders	3	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	4
		No Activity		No Activity
A6 - Feature Group A				
Total Orders	1	Average Interval	43	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	2	6.98%	15
		No Activity		6
A7 - Foreign Exchange				
Total Orders	44	Average Interval	130	Average Interval
Due Dates Missed	1	(In Days)	9	(In Days)
% Due Dates Missed	2.27%	11	6.92%	4
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

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	AFFILIATE		ALL OTHERS	
B1 - Feature Group B				
Total Orders	No Activity	Average Interval	32	Average Interval
Due Dates Missed	No Activity	(In Days)	12	(In Days)
% Due Dates Missed	No Activity	No Activity	37.50%	19
		No Activity		38
B2 - Feature Group D				
Total Orders	No Activity	Average Interval	2,554	Average Interval
Due Dates Missed	No Activity	(In Days)	178	(In Days)
% Due Dates Missed	No Activity	No Activity	6.97%	18
		No Activity		18
B3 - DID				
Total Orders	160	Average Interval	2,011	Average Interval
Due Dates Missed	60	(In Days)	772	(In Days)
% Due Dates Missed	37.50%	27	38.39%	22
		9		7

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AFFILIATE			ALL OTHERS	
C1 - Packet DDD Line				
Total Orders	No Activity	Average Interval	32	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	6
		No Activity		1
C2 - Packet Synchronous Access				
Total Orders	6	Average Interval	4,154	Average Interval
Due Dates Missed	2	(In Days)	321	(In Days)
% Due Dates Missed	33.33%	77	7.73%	13
		No Activity		7
C3 - Packet Asynchronous Access				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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AFFILIATE			ALL OTHERS	
D1 - Protective Alarm				
Total Orders	1	Average Interval	41	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	2	4.88%	3
		No Activity		No Activity
D2 - Protective Relay				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
D3 - Control Circuit				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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AFFILIATE			ALL OTHERS	
E1 - Telegraph 75 Baud				
Total Orders	No Activity	Average Interval	16	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	6.25%	8
		No Activity		No Activity
E2 - Telegraph 150 Baud				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

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AFFILIATE			ALL OTHERS	
F1 - Voice, Non-Switched Line				
Total Orders	No Activity	Average Interval	19	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	10.53%	6
		No Activity		3
F2 - Voice, Switched Line				
Total Orders	8	Average Interval	360	Average Interval
Due Dates Missed	0	(In Days)	107	(In Days)
% Due Dates Missed	0.00%	16	29.72%	13
		No Activity		4
F3 - Voice, Switched Trunk				
Total Orders	No Activity	Average Interval	831	Average Interval
Due Dates Missed	No Activity	(In Days)	86	(In Days)
% Due Dates Missed	No Activity	No Activity	10.35%	17
		No Activity		17
F4 - Voice and Tone, Radio Land Line				
Total Orders	No Activity	Average Interval	3	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		3
F5 - Data, Low Speed				
Total Orders	No Activity	Average Interval	18	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	8
		No Activity		3
F6 - Basic Data and Voice				
Total Orders	No Activity	Average Interval	659	Average Interval
Due Dates Missed	No Activity	(In Days)	105	(In Days)
% Due Dates Missed	No Activity	No Activity	15.93%	16
		No Activity		4
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	No Activity	Average Interval	162	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	14
		No Activity		4
F8 - Voice/Data SSN Access				
Total Orders	No Activity	Average Interval	25	Average Interval
Due Dates Missed	No Activity	(In Days)	9	(In Days)
% Due Dates Missed	No Activity	No Activity	36.00%	24
		No Activity		10
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F10 - Data Extension, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F11 - Voice Grade Telephoto and Facsimile

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F12 - Protective Relay, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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AFFILIATE			ALL OTHERS	
G1 - Program Audio, 200-3500 Hz				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	5
		No Activity		No Activity
G2 - Program Audio, 100-5000 Hz				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	25.00%	7
		No Activity		No Activity
G3 - Program Audio, 50-8000 Hz				
Total Orders	No Activity	Average Interval	6	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	16.67%	8
		No Activity		No Activity
G4 - Program Audio, 50-15000 Hz				
Total Orders	No Activity	Average Interval	10	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	20.00%	9
		No Activity		No Activity

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AFFILIATE			ALL OTHERS	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	6	Average Interval	139	Average Interval
Due Dates Missed	0	(In Days)	30	(In Days)
% Due Dates Missed	0.00%	63	21.58%	17
		No Activity		12
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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AFFILIATE			ALL OTHERS	
I1 - Digital Voice Circuit				
Total Orders	5	Average Interval	18	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	4	11.11%	14
		No Activity		No Activity
I2 - Digital Data, 2.4 kbps				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
I3 - Digital Data, 4.8 kbps				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	46
		No Activity		No Activity
I4 - Digital Data, 9.6 kbps				
Total Orders	No Activity	Average Interval	67	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	4.48%	12
		No Activity		3
I5 - Digital Data, 56 kbps				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	9
		No Activity		No Activity

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		AFFILIATE		ALL OTHERS	
J1 - Dedicated Hicap Digital, 1.544 mbps					
Total Orders	123	Average Interval		40,889	Average Interval
Due Dates Missed	42	(In Days)		4,144	(In Days)
% Due Dates Missed	34.15%	20		10.13%	13
		5			7

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AFFILIATE			ALL OTHERS	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	5	Average Interval	2,723	Average Interval
Due Dates Missed	1	(In Days)	729	(In Days)
% Due Dates Missed	20.00%	32	26.77%	22
		No Activity		9
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	1	Average Interval	273	Average Interval
Due Dates Missed	0	(In Days)	54	(In Days)
% Due Dates Missed	0.00%	5	19.78%	20
		No Activity		10

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AFFILIATE			ALL OTHERS	
L1 - Smart PAL				
Total Orders	2	Average Interval	6,295	Average Interval
Due Dates Missed	0	(In Days)	79	(In Days)
% Due Dates Missed	0.00%	1	1.25%	3
		No Activity		2
L2 - Basic PAL				
Total Orders	57	Average Interval	1,136	Average Interval
Due Dates Missed	0	(In Days)	15	(In Days)
% Due Dates Missed	0.00%	11	1.32%	8
		11		3

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	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	4	20
Average Interval in Hrs/Mns	4:06	8:10
A2 - PBX		
Total Tickets	10	294
Average Interval in Hrs/Mns	2:53	4:01
A3 - Centrex		
Total Tickets	26	39
Average Interval in Hrs/Mns	7:05	2:54
A4 - WATS		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	4:10
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	30
Average Interval in Hrs/Mns	No Activity	3:10
A7 - Foreign Exchange		
Total Tickets	17	99
Average Interval in Hrs/Mns	3:17	4:08

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	AFFILIATE	ALL OTHERS
B1 - Feature Group B		
Total Tickets	No Activity	5
Average Interval in Hrs/Mns	No Activity	1:50
B2 - Feature Group D		
Total Tickets	No Activity	119
Average Interval in Hrs/Mns	No Activity	8:47
B3 - DID		
Total Tickets	27	233
Average Interval in Hrs/Mns	3:00	3:59

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	AFFILIATE	ALL OTHERS
C1 - Packet DDD Line		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
C2 - Packet Synchronous Access		
Total Tickets	No Activity	67
Average Interval in Hrs/Mns	No Activity	2:13
C3 - Packet Asynchronous Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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	AFFILIATE	ALL OTHERS
D1 - Protective Alarm		
Total Tickets	No Activity	17
Average Interval in Hrs/Mns	No Activity	3:43
D2 - Protective Relay		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
D3 - Control Circuit		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	5:01

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	AFFILIATE	ALL OTHERS
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	4:30

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	AFFILIATE	ALL OTHERS
F1 - Voice, Non-Switched Line		
Total Tickets	No Activity	17
Average Interval in Hrs/Mns	No Activity	7:24
F2 - Voice, Switched Line		
Total Tickets	110	711
Average Interval in Hrs/Mns	3:21	4:34
F3 - Voice, Switched Trunk		
Total Tickets	35	362
Average Interval in Hrs/Mns	1:55	3:46
F4 - Voice and Tone, Radio Land Line		
Total Tickets	No Activity	39
Average Interval in Hrs/Mns	No Activity	4:40
F5 - Data, Low Speed		
Total Tickets	No Activity	36
Average Interval in Hrs/Mns	No Activity	5:14
F6 - Basic Data and Voice		
Total Tickets	11	1,173
Average Interval in Hrs/Mns	2:11	3:19
F7 - Voice/Data PSN Access Tie Trunk		
Total Tickets	No Activity	17
Average Interval in Hrs/Mns	No Activity	3:29
F8 - Voice/Data SSN Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F9 - Voice/Data SSN Intermachine Trunk		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F10 - Data Extension, Voice Grade		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	3:19
F11 - Voice Grade Telephoto and Facsimile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F12 - Protective Relay, Voice Grade		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	4:02

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	AFFILIATE	ALL OTHERS
G1 - Program Audio, 200-3500 Hz		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	6:09
G2 - Program Audio, 100-5000 Hz		
Total Tickets	2	11
Average Interval in Hrs/Mns	55:05	2:39
G3 - Program Audio, 50-8000 Hz		
Total Tickets	4	32
Average Interval in Hrs/Mns	2:04	2:57
G4 - Program Audio, 50-15000 Hz		
Total Tickets	No Activity	26
Average Interval in Hrs/Mns	No Activity	6:45

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	AFFILIATE	ALL OTHERS
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	No Activity	12
Average Interval in Hrs/Mns	No Activity	4:23
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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	AFFILIATE	ALL OTHERS
I1 - Digital Voice Circuit		
Total Tickets	No Activity	14
Average Interval in Hrs/Mns	No Activity	3:19
I2 - Digital Data, 2.4 kbps		
Total Tickets	No Activity	13
Average Interval in Hrs/Mns	No Activity	1:37
I3 - Digital Data, 4.8 kbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
I4 - Digital Data, 9.6 kbps		
Total Tickets	No Activity	35
Average Interval in Hrs/Mns	No Activity	2:03
I5 - Digital Data, 56 kbps		
Total Tickets	No Activity	1,358
Average Interval in Hrs/Mns	No Activity	3:10

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	AFFILIATE	ALL OTHERS
J1 - Dedicated Hicap Digital, 1.544 mbps		
Total Tickets	180	14,405
Average Interval in Hrs/Mns	4:39	3:36

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	AFFILIATE	ALL OTHERS
K1 - Dedicated Hicap Digital, 3.152 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps		
Total Tickets	No Activity	387
Average Interval in Hrs/Mns	No Activity	2:06
K4 - Dedicated Hicap Digital, >45 mbps		
Total Tickets	No Activity	98
Average Interval in Hrs/Mns	No Activity	5:28

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	AFFILIATE	ALL OTHERS
L1 - Smart PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
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	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	27,297	24,282
Average Interval in Hrs/Mns	12:15	12:45
Due Dates Missed	3,691	3,414
% Due Dates Missed	13.52%	14.06%
A2 - PBX		
Total Tickets	96	500
Average Interval in Hrs/Mns	15:03	11:50
Due Dates Missed	17	60
% Due Dates Missed	17.71%	12.00%
A3 - Centrex		
Total Tickets	1,601	1,783
Average Interval in Hrs/Mns	13:18	12:33
Due Dates Missed	249	293
% Due Dates Missed	15.55%	16.43%
A4 - WATS		
Total Tickets	No Activity	3
Average Interval in Hrs/Mns	No Activity	3:32
Due Dates Missed	No Activity	1
% Due Dates Missed	No Activity	33.33%
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	9
Average Interval in Hrs/Mns	No Activity	16:44
Due Dates Missed	No Activity	2
% Due Dates Missed	No Activity	22.22%
A7 - Foreign Exchange		
Total Tickets	50	148
Average Interval in Hrs/Mns	11:16	14:13
Due Dates Missed	11	23
% Due Dates Missed	22.00%	15.54%

Quarterly ONA Maintenance Report - Tickets with Due Dates
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	AFFILIATE	ALL OTHERS
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	28
Average Interval in Hrs/Mns	No Activity	38:08
Due Dates Missed	No Activity	8
% Due Dates Missed	No Activity	28.57%
